

Terms and Conditions

1. Definitions

“Equipment” means the items hired/loaned out by the Owner to Client. | “Client” means any person who requests the Owner to hire/loan equipment, and/or supply food and beverage. | “Your Private Chef” means Food Hugs Pty Ltd ABN: 50 239 140 907, its employees and agents | “Terms” means these terms and conditions. | “Booking,” means any of the following – fully staffed function; delivery of food and/or Equipment.

2. Quotation

Following discussions of Client forthcoming Booking with Your Private Chef, the Client will receive a quote via email, which will remain valid for 30 days from the date of issue, unless otherwise stated. If the event is altered in any way it may be necessary to change the original quote dependent on the changes made.

3. Prices

- a. Prices are subject to change without any notice based on the increases in cost prices from suppliers, fuel, and changes to government legislation regarding taxation and charges to business, etc.
- b. All prices are based on minimum quantities or minimum spends. We reserve the right to vary published prices where minimum quantities or minimum spends have not been met.
- c. All published prices are inclusive of GST (goods and services tax), except when otherwise stated.

4. Delivery prices

A delivery fee of hire items and food goods applies based on location and size of order.

- a. Monday to Friday: The delivery fee is set at \$24.95 for distances within 10km of our Malvern East location. If Client is outside of this zone, Your Private Chef will get a quote with the revised delivery fee.
- b. Saturday and Sunday delivery fee is never set, this is will be determined upon quoting.
- c. Staffed events delivery cost may change, this is at the discretion of Your Private Chef

5. Payment methods

- a. Your Private Chef accepts the following forms of payment.
 - i. Direct Deposit to our nominated account
 - ii. Visa | Mastercard | American Express – NO surcharges apply
 - iii. Cash at the discretion of Your Private Chef. Cash payment made prior to Clients Booking
- b. Cheques are not accepted

6. Payment terms

- a. 50% Deposit payable upon Booking
- b. Balance payable – 10 days before Clients Booking date

c. Any additional and/or last minute items from Clients Booking will need to be paid in full 7 days after. Alternatively the Clients Credit Card on file will be charged after the 7 days with no communication from Client.

7. Deposits and booking

a. A deposit of 50% is payable at the time of the Booking for any order over \$500.

Bookings of \$500 or less must be paid at the time of the order in full.

b. A Booking will not be considered 'Confirmed' until a deposit or payment has been received, and subsequently may be subject to cancellation.

c. Changes to Clients Booking can be done at any stage up to 10 days prior to the Booking date.

i. Change in date and time

ii. Change to menu/beverage selection/location/hire equipment

d. Final numbers will need to be provided to Your Private Chef 10 days prior to the Booking date.

8. Refund/Cancellation Policy

a. Outside 10 days of Booking date – 25% of Deposit will be forfeited

b. Within 10 days of Booking date – 100% of Deposit is forfeited. No refund, due to provisions already ordered and prepared.

c. Move date of Booking within 10 days of Booking date – Deposit is forfeited; unless approval given, in which case an Administration fees apply.

d. Should any part of the quality of your catering or experience not meet your expectations we welcome your feedback to discuss a resolution which may involve a credit to put towards your next order or a refund if any part of your order was missing.

9. Clients Responsibilities

It is the responsibility of the Client to confirm and provide the correct information to Your Private Chef about Booking details. Responsibilities include and not limited to the following:

a. Correct date & times

b. Correct address and contact details

c. Correct information of external suppliers (name/ phone number/ delivery details)

d. Payment is received on time

e. Provide valid Credit Card

f. Return or acknowledgement of the run sheet

g. Providing all known dietaries

h. Client provide parking